Scope

The staff technology development program addresses the needs of staff to effectively use the City provided technology tools that are pertinent to their job. This program applies to all City staff at all levels of the organization.

This program is aligned with the following Council goal: *Design and implement a city-wide training and professional development program that reinforces the Dublin brand by ensuring employees have access to the right resources, training and skill improvement opportunities that maximize employee talents, foster a culture of innovation, and promote excellence in customer service through a coordinated, multi-year employee development strategy.*

Description

This program is designed to address the needed technology competency levels based upon the staff position type. All position types have certain technology areas that are deemed pertinent to their job. Staff positions and associated skill development is shown in the Staff Technology Development Matrix. This development should be indicated as an objective in the performance appraisal for all City staff. In order to accommodate work load and present a development growth, training is limited for each year and a higher skill level competency is required in subsequent years. In each year City staff will either take the training appropriate for that development year or pass an assessment eliminating the need for them to take that particular training. If the training is completed a passing assessment will be needed. If the assessment before or after the training is not of passing grade (70%) then the training must be repeated until a passing grade is achieved.

Various training options are available at staff discretion that accommodates both the first and second shifts. The availability of the training classes and assessments will be found in the HR area on DubNet. The assessments are custom designed by us for how we use the applications. Upon completion of the course each staff member must print their results, or have signed in for the classroom sessions, in order to satisfy their development requirement.

Example: An Administrative Assistant must meet competency levels for both Windows and Outlook in year 1. This staff member successfully passes the Windows assessment so they would not need to take any Windows training. The Outlook assessment is not taken so they take Outlook training and then pass the assessment. This staff member has satisfied the technology development for year 1. In year 2 they must either pass an assessment or take the training for Word and Excel. Development continues in year 3 with PowerPoint.

Training options available to staff members:
- Some of the courses will be offered with hands on training conducted at the OCLC conference center, or similar location, with staff experts available for assistance. The class schedules will be communicated.
- Training information can be found at the IT area of DubNet or at http://www.gcflearnfree.org/
- Classroom training is available at The Computer Workshop in Dublin. Contact IT for training coupons.
- Assessments will be found in the IT area on DubNet or the link will be emailed to the staff member
- Refer to the following Development Matrix to determine your training based upon your position

Benefits

- Effective use of the technology enables more efficient processing of our services resulting in cost savings
- Enable improved decision making by accessing timely pertinent analytical information
- Attain a technology competency level within the entire organization
- Improve collaboration and work processing amongst the various work units
- Enhance City image - useful to attract and retain the technology savvy work force
- Increase innovation in the workplace, employee job satisfaction, morale and motivation

Staff Technology Development Matrix

Work Unit	Position	Year 1	Year 2	Year 3
Leg. Affairs	Clerk of Council	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II, GIS
	Deputy Clerk of Council	W7, Outlook I, Claritysoft	Word I, PowerPoint I	Excel I, PowerPt II
City Manager	City Manager	W7, Outlook I	Word I, PowerPoint I	Excel I, GIS
	Assistant City Manager	W7, Outlook I	Word I, PowerPoint I	Excel I, GIS
	Senior Project Manager	W7, Outlook I	Word I, PowerPt I, GIS	Adobe, Excel I, PowerPt II
	Management Assistant	W7, Outlook I	Word I, Excel I, PowerPt I	Adobe, PowerPt II
	Executive Assistant	W7, Outlook I, Claritysoft	Word I, Excel I	PowerPoint I, Adobe
	Office Assistant	W7, Outlook I	Word I, Excel I	Word II, PowerPt I
Human Resources	Director of Human Resources	W7, Outlook I	Word I, PowerPoint I	Excel I, GIS
	Human Resource Manager	W7, Outlook I	Word I, PowerPoint I	Excel I
	Human Resource Specialists	W7, Outlook I	Word I, PowerPoint I	Excel I
	Administrative Assistant	W7, Outlook I, Claritysoft	Word I, Excel I	PowerPoint I
	Safety Admin/Risk Manager	W7, Outlook I	Word I, PowerPoint I	Excel I
	Safety Admin Assistant	W7, Outlook I	Word I, Excel I	Word II, PowerPt I
	Staff Assistant	W7, Outlook I	Word I, Excel I	Word II, PowerPt I
Finance	Director, Finance	W7, Outlook I	Word I, Excel I	PowerPt I, Cognos, GIS
	Deputy Director of Finance	W7, Outlook I	Word I, Excel I	PowerPt I, Cognos, GIS
	Budget Manager	W7, Outlook I	Word I, Excel I	PowerPt I, Cognos
	Financial Analyst	W7, Outlook I	Word I, Excel I, GIS	PowerPt I, Cognos
	Administrative Assistant	W7, Outlook I, Claritysoft	Word I, Excel I	PowerPt I, Cognos
	Procurement Assistant	W7, Outlook I	Word I, Excel I	PowerPt I, Cognos
	Chief Accountant	W7, Outlook I	Word I, Excel I	PowerPt I, Cognos
	Accountant	W7, Outlook I	Word I, Excel I	PowerPt I, Cognos
	Payroll Specialist	W7, Outlook I	Word I, Excel I	PowerPt I, Cognos
	Accounting Specialist	W7, Outlook I	Word I, Excel I	PowerPt I, Cognos
	Director, Taxation	W7, Outlook I	Word I, Excel I	PowerPt I, Cognos, GIS
	Accounting Specialist	W7, Outlook I	Word I, Excel I	PowerPt I, Cognos
	Staff Assistant	W7, Outlook I	Word I, Excel I	PowerPt I, Cognos
	PP-Office Assistant II	W7, Outlook I	Word I, Excel I	PowerPt I, Cognos
	PP-Office Assistant I	W7, Outlook I	Word I, Excel I	PowerPt I, Cognos

Staff Technology Development Matrix

Work Unit	Position	Year 1	Year 2	Year 3
Community Relations	Director of Comm Relations	Outlook I, PowerPt I	Word I, Digital Media	Excel I, GIS
	Public Affairs Officer	Outlook I, PowerPt I	Word I, Digital Media,GIS	Excel I, PowerPt II
	Public information Officer	Outlook I, PowerPt I	Word I, Digital Media,GIS	Excel I, PowerPt II
	Web Administrator	Outlook, Excel I	Word I, PowerPoint I	PowerPoint II
	Web Developer	Outlook, Excel I	Word I, PowerPoint I	PowerPoint II
	Administrative Assistant	Outlook, Excel I	Word I, PowerPoint I	Word II, PowerPt II
	Office Assistant 2	W7, Outlook I, Claritysoft	Word I, PowerPoint I	Word II, PowerPt II
Engineering	Director, Engineering	W7, Outlook I	Word I, PowerPoint I	Excel I, GIS
	Engineering Manager	W7, Outlook I	Word I, PowerPoint I,GIS	Excel I
	Civil Engineer	W7, Outlook I	Word I, PowerPoint I, GIS	PowerPoint II
	Engineering Assistant	W7, Outlook I	Word I, PowerPoint I, GIS	PowerPoint II
	Electrical Worker	W7, Outlook I	Word I	Excel I
	Engineering Project Coordinator	W7, Outlook I	Word I, PowerPoint I, GIS	PowerPoint II
	Engineering Project Inspector	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I
	Administrative Assistant	W7, Outlook I, Claritysoft	Word I, Excel I	Word II. PowerPt I
	Office Assistant	W7, Outlook I	Word I, Excel I	Word II, PowerPt I
	Staff Assistant	W7, Outlook I	Word I, Excel I	Word II, PowerPt I
Building Standards	Director, Building Standards	W7, Outlook I	Word I, PowerPoint I	Excel I, GIS
	Staff Assistant	W7, Outlook I	Word I, Excel I	Word II, PowerPt I
	Review Services Analyst	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I
	Commercial Plans Examiner	W7, Outlook I	Word I, AutoCAD, GIS	Excel I
	Building Inspector	W7, Outlook I	Word I, GIS	Excel I
	Electrical Inspector	W7, Outlook I	Word I, GIS	Excel I
	Residential Plans Examiner	W7, Outlook I	Word I, AutoCAD, GIS	Excel I
	Development Review Specialist	W7, Outlook I	Word I, AutoCAD, GIS	Excel I
	Office Assistant II	W7, Outlook I	Word I, Excel I	Word II, PowerPt I
	Senior Building Inspector	W7, Outlook I	Word I, Excel I, GIS	PowerPoint I
	Administrative Assistant	W7, Outlook I, Claritysoft	Word I, Excel I	Word II, PowerPt I
Volunteer Services	Volunteer Administrator	W7, Outlook I	Word I, PowerPoint I	Excel I, GIS
	Administrative Assistant	W7, Outlook I, Claritysoft	Word I, Excel I	Word II, PowerPt I

Staff Technology Development Matrix

Work Unit	Position	Year 1	Year 2	Year 3
Planning	Director, Planning	W7, Outlook I	Word I, PowerPoint I	Excel I, GIS
	Planning Manager	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I
	Senior Planner	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I, Adobe,PPII
	Planner I	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I, Adobe,PPII
	Planner II	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I, Adobe,PPII
	Code Enforcement Supervisor	W7, Outlook I	Word I, GIS	Excel I
	Code Enforcement Officer	W7, Outlook I	Word I, GIS	Excel I
	Landscape Architect	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I, Adobe,PPII
	Zoning Inspector	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I
	Zoning Inspector	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I
	Administrative Assistant	W7, Outlook I, Claritysoft	Word I, Excel I	Word II, PowerPt I
	Office Assistant I	W7, Outlook I	Word I, Excel I	Word II, PowerPt I
	Office Assistant II	W7, Outlook I	Word I, Excel I	Word II, PowerPt I
Parks	Director, Parks & Open Space	W7, Outlook I	Word I, PowerPoint I	Excel I, GIS
	City Horticulturist	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I
	City Forester	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I
	Landscape Architect	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I
	Contract Specialist	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I
	Parks Administrator	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I
	Operations Specialist	W7, Outlook I	Word I, GIS	Excel I
	Maintenance Crew Supervisor	W7, Outlook I	Word I, GIS	Excel I
	Maintenance Worker	W7, Outlook I	Word I	
	Assistant Horticulturist	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I
	Assistant Forester	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I
	Administrative Assistant	W7, Outlook I, Claritysoft	Word I, Excel I	Word II, PowerPt I
	Office Assistant II	W7, Outlook I	Word I, Excel I	Word II, PowerPt I
	Nature Education Coordinator	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I
Economic Dev.	Director, Economic Development	W7, Outlook I	Word I, PowerPoint I	Excel I, GIS
	Administrative Specialist	W7, Outlook I, Claritysoft	Word I, Excel I	Word II, PowerPt I
	Econ Dev Administrator	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I, PowerPt II
	Econ Dev Manager	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I, PowerPt II
Public Services	Director, Public Services	W7, Outlook I	Word I, PowerPoint I	Excel I, GIS
	Administrative Specialist	W7, Outlook I,	Word I, Excel I	Word II, PowerPt I

Staff Technology Development Matrix

Work Unit	Position	Year 1	Year 2	Year 3
		Claritysoft		
Information Technology	Director, Information Tech	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II, GIS
	GIS Administrator	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II
	Senior GIS Analyst	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II
	GIS Analyst	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II
	Support Services Administrator	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II
	Sr Support Services Analyst	W7, Outlook I	Word I, PowerPoint I	Excel I
	Support Services Analyst	W7, Outlook I	Word I, PowerPoint I	Excel I
	Network Operations Manager	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II
	Network Engineer	W7, Outlook I	Word I, PowerPoint I	Excel I
	IT Project Leader	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II
	IT Project Coordinator	W7, Outlook I	Word I, PowerPoint I	Excel I
	Application Specialist	W7, Outlook I	Word I, PowerPoint I	Excel I
	Administrative Assistant	W7, Outlook I, Claritysoft	Word I, Excel I	Word II, PowerPt I
Court	Court Administrator	W7, Outlook I	Word I, Excel I	PowerPoint I, GIS
	Court Clerk	W7, Outlook I	Word I	Excel I
	Administrative Assistant	W7, Outlook I, Claritysoft	Word I, Excel I	Word II, PowerPt I
	Community Justice Officer	W7, Outlook I	Word I	Excel I
Facilities	Facilities Manager	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II, GIS
	Operations Administrative	W7, Outlook I	Word I	Excel I
	Crew Supervisor	W7, Outlook I	Word I	Excel I
	Maintenance Worker	W7, Outlook I	Word I	
	Custodian	W7, Outlook I	Word I	
	Staff Assistant	W7, Outlook I, Claritysoft	Word I, Excel I	Word II, PowerPt I
Fleet	Fleet Manager	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II, GIS
	Fleet Administrator	W7, Outlook I	Word I, PowerPoint I	Excel I
	Crew Supervisor, Auto Tech	W7, Outlook I	Word I	
	Staff Assistant	W7, Outlook I, Claritysoft	Word I, Excel I	Word II, PowerPt I
Events	Event Manager	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II, GIS
	Event Administrator	W7, Outlook I	Word I PowerPoint I, GIS	Excel I, PowerPt II

Staff Technology Development Program

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Staff Technology Development Matrix				
Work Unit	**Position**	**Year 1**	**Year 2**	**Year 3**
	Staff Assistant	W7, Outlook I, Claritysoft	Word I, PowerPoint I	Excel I, PowerPt II
Recreation	Director, Recreation Services	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II, GIS
	Recreation Program Supervisor	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II
	Rec Program Coordinator	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II
	Rec Service Administrator	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II
	Recreation Program Supervisor	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II
	Membership Services Supervisr	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II
	Theater Supervisor	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II
	Rec Operations Coordinator	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II
	Rec Operation Supervisor	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II
	Rec Facilities Coordinator	W7, Outlook I	Word I, PowerPoint I	Excel I, PowerPt II
	Administrative Assistant	W7, Outlook I, Claritysoft	Word I, PowerPoint I	Word II, Excel I
Police	Chief of Police	W7, Outlook I	Word I, PowerPoint I	Excel I, GIS
	Police Lieutenant	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I, PowerPt II
	Civilian Bureau Commander	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I, PowerPt II
	Police Sergeant	W7, Outlook I	Word I, GIS	Excel I
	Police Corporal	W7, Outlook I	Word I, GIS	Excel I
	Police Officer	W7, Outlook I	Word I, GIS	Excel I
	Emergency Mgmt Coordinator	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I, PowerPt II
	Administrative Specialist	W7, Outlook I, Claritysoft	Word I, Excel I	Word II, PowerPt I
	Administrative Assistant	W7, Outlook I	Word I, Excel I	Word II, PowerPt I
	Office Assistant II	W7, Outlook I	Word I, Excel I	Word II, PowerPt I
	Police Property Technician	W7, Outlook I	Word I	Excel I
	Communications Technician	W7, Outlook I	Word I, GIS	Excel I
	Communications Supervisor	W7, Outlook I	Word I, GIS	Excel I
S & U	Director, Streets & Utilities	W7, Outlook I	Word I, PowerPoint I	Excel I, GIS
	Operations Administrator	W7, Outlook I	Word I, PowerPoint I, GIS	Excel I
	Maintenance Crew Supervisor	W7, Outlook I	Word I, GIS	Excel I

City of Dublin
INFORMATION
TECHNOLOGY

**Staff Technology
Development Program**

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Staff Technology Development Matrix				
Work Unit	**Position**	**Year 1**	**Year 2**	**Year 3**
	Maintenance Worker	W7, Outlook I	Word I, GIS	Excel I
	Administrative Assistant	W7, Outlook I, Claritysoft	Word I, Excel I	Word II, PowerPt I
	Office Assistant II	W7, Outlook I	Word I, Excel I	Word II, PowerPt I
	Office Assistant I	W7, Outlook I	Word I, Excel I	Word II, PowerPt I